iNEWS® Web Client

Version 1.2 ReadMe

Revision History

Date Revised	Changes Made
04 October 2007	Added information about UI improvements concerning session-timeouts and production cues.

Important Information

Avid recommends that you read all the information in this ReadMe file thoroughly before installing or using any new software release.

Note: Search the Avid Knowledge Base (http://www.avid.com/onlinesupport) for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published. The Console Multiplexer User's Manual is also located on the Avid Knowledge Base.

This document describes compatibility issues with previous releases, hardware and software requirements, software installation instructions, and summary information on system and memory requirements, when applicable. This document also lists any hardware and/or software limitations.

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Compatibility Notes and Issues

iNEWS 1.2 Web Client

The iNEWS Web Client 1.2 is qualified and supported for use with Internet Explorer 5.5(SP2) and later, Netscape 7 and later, and Mozilla Firefox 1.5 and later with the Sun Java plug-in version 1.5.

iNEWS 1.2 Web Client Server

The iNEWS Web Client 1.2 software is qualified and supported for installation on the Windows 2003 Server and RedHat Enterprise Linux 3.0 operating systems with Apache Web Server 2.0, Tomcat JSP Server 5.0 and Sun Java SDK 1.5.0.

iNEWS Newsroom Computer System

The iNEWS Web Client 1.2 software requires installation of version 2.1 or later of the iNEWS newsroom computer system. Versions 2.0 and earlier of iNEWS are not compatible with the Web Client.

Installation Notes and Issues

Client Information

Install Sun Java VM prior to using Web Client on a slow connection

The Sun Java Virtual Machine is a large download and should be installed over a fast network connection. Attempting to use the iNEWS Web Client in the field before installing the Java VM will require the user to attempt to download the Java VM over a possibly slow connection.

Allow Internet Explorer to use older versions of Java for Web Applications

By default, Internet Explorer forces you to use the latest version of Java for Web Applications. If a machine running Web Client cannot run under Java 1.5, you can uncheck the "Use JRE 1.5.0 for <applet>" on the Advanced tab of Tools > Internet Options.

Server Information

Setting WEB.XML file for Unicode to communicate with iNEWS 2.6 Server

For the Web Client Server to correctly communicate with an iNEWS 2.6 or above server, the Web Client's WEB.XML file must be updated with the UTF-16LE character set.

Example:

```
<context-param>
<param-name>Server.1.Encoding</param-name>
<param-value>UTF-16LE</param-value>
<description>Character set that iNEWS Server works with.</description>
</context-param>
```

Backing the WEB.XML Configuration File

After installing and configuring your WC Server, the web.xml file should be backed up to a safe location. Due to the nature of deploying webapps on Tomcat, the copy of the web.xml file that Tomcat uses will be lost every time the Web Client is upgraded.

On Linux, web.xml is typically located at:

```
/usr/tomcat/jakarta-tomcat-5.0.28/webapps/webclient/WEB-INF/web.xml
```

On Windows, web.xml is typically located at:
`C:\Program Files\Apache Software Foundation\Tomcat 5.0\webapps\webclient\WEB-INF\web.xml`

Configuring the WEB.XML file

Session Timeout

This setting determines how long a session will remain active without activity. The default timeout is 45 minutes if this section is left out.

```
<session-config>
<session-timeout>45</session-timeout>
</session-config>
```

StoriesPerPage

This setting determines how many stories should be displayed, per page, in the queue view. The valid range of values is 1 – 255 and will default to 20 if this section is left out.

```
<context-param>
  <param-name>StoriesPerPage</param-name>
  <param-value>30</param-value>
  <description>The number of stories to display in queue's grid per set.</description>
</context-param>
```

Server.X.Name

The name that should be displayed on the Web Client login screen. 'X' should be replaced with a number.

```
<context-param>
  <param-name>Server.1.Name</param-name>
  <param-value>NRCS</param-value>
  <description>The display name for the iNEWS Server. </description>
</context-param>
```

Server.X.Connection

The hostname of the iNEWS Server that the Web Client Server should connect to. 'X' should be replaced with a number. That number should match the number of the corresponding `Server.X.Name` setting.

```
 <context-param>
  <param-name>SERVER.1.Connection</param-name>
  <param-value>NRCS</param-value>
  <description>Connection string to the iNews server.</description>
</context-param>
```

Server.X.Encoding

The codepage that should be used for displaying text. 'X' should be replaced with a number. That number should match the number of the corresponding Server.X.Name setting.

```
 <context-param>
<param-name>Server.1.Encoding</param-name>
<param-value>ISO-8859-1</param-value>
<description>Character set that iNEWS Server works with.</description>
</context-param>
```

Welcome-file

This should be index.html and should not be changed.

Listener

This is a required section that should not be changed.

Failover to other iNEWS Servers in a dual or triple configuration

The Web Client Server can automatically search for all servers in a dual or triple system. To configure this, enter the iNEWS Server hostname without the '-A', '-B', and so forth, such as NRCS instead of NRCS-A. This will cause the Web Client Server to automatically append that information to the hostname. Entering a full iNEWS hostname, like NRCS-A, will cause the Web Client Server to look only for that specific machine and not for any others in a dual or triple set.

iNEWS Server Configuration

Adding Web Client to /site/config

A new webclient entry must be added to /site/config for the Web Client. The syntax for new webclient entry is as follows:

iNEWS 2.1:

```
webclient <devid> <IP/ethernet address> <printer number> <name> <device name>
```

iNEWS 2.5 and higher:

```
webclient <devid> <IP/Ethernet address> <name> <device name>
```

Here is an example of a typical entry on a 2.1 server:

```
webclient   1000  –     0     gnews       - ;
```

Here is an example of a typical entry on a 2.5 server:

```
webclient   1000  -     gnews       - ;
```

Note: The device ID (1000 in this example) must be included in a reslist entry in the host section:

```
reslist     1000  ;
```

SYSTEM.CLIENT.WEB-VERSIONS

A new queue will be required to authorize Web Client versions. The queue `SYSTEM.CLIENT.WEB-VERSIONS` must be created. In the queue, a story should be created that lists the versions of Web Client authorized for logon to the iNEWS Server. The version of the Web Client is displayed on the Web Client login screen.

SYSTEM.CLIENT.WEB

A new queue will be required to authorize IP addresses of Web Client Servers authorized to connect to an iNEWS system. If no IP addresses are entered in `SYSTEM.CLIENT.WEB`, any Web Client Servers will be allowed to connect. If an IP address(es) is entered in `SYSTEM.CLIENT.WEB`, then only those Web Client Servers will be allowed to connect.

Note: The IP address is that of the Web Client Server and not the Web Clients themselves.

Hardware and Software Changes

This section provides information on changes related to hardware and/or software in this release.

User Interface

Session-Timeout

In previous versions of Web Client, sessions would time out at 20 minutes if the session-timeout value set in web.xml was greater than 20 minutes. This is fixed. Now, when the session-timeout value is set, the session does not close until it reaches the session-timeout value set in web.xml.

Production Cues

In previous versions of Web Client, protected production cues (grommets) were deleted instead of cut and copied to the clipboard when issuing the Cut (Ctrl + X) command.

This is fixed. Now, a protected production cue can be highlighted along with other text. When a Cut (CTRL-X) command is issued, all highlighted information other than the protected cue is removed from the story and copied to the clipboard for future pasting. When a Copy (Ctrl + C) command is issued, all highlighted information other than the protected cue is saved to the clipboard for future pasting.

Parent folder grayed out if it has 128 or more folders/queues

In previous versions of Web Client, if a parent folder (such as the People folder) contained 128 or more folders/queues underneath it, the parent folder would be grayed out and not accessible. This is fixed.

Changes in Version 1.1

Web Client 1.1 and greater support Asian languages and IME's.

Chinese Simplified

The following Chinese Simplified (PRC) IME (standard Windows IME's) is tested and qualified:

Microsoft Pinyin IME 3.0

Chinese Traditional

The following Chinese Traditional IME's (standard Windows IME's) are tested and qualified:

New ChangJie

New Phonetic

ChangJie

Phonetic

DaYi

Japanese

The following Japanese IME (standard Windows IME) was tested and qualified:

Microsoft Standard IME 2002 version 8.1

Vietnamese

The following Vietnamese IME was tested and qualified:

Vietkey 2000 Build 10727

Input Method: Telex

Character Set: Unicode Compound

Known Limitations

This section provides information on known limitations (if any) that were not addressed in this release. Any available workaround procedures are also documented, when possible.

Note: For limitations related to compatibility of this release with previous versions/other products, see the section of this document entitled, Compatibility Issues.

Sessions - Logout and Timeout Issues

Cannot Force Logout from iNEWS Server

Using the logout command does not affect Web Client sessions. There is currently no way to force the logout of a Web Client session from the iNEWS Server.

iNEWS Server localtimeout does not apply to Web Client

The inactivity timeout (localtimeout) set on the iNEWS Server does not apply to Web Client sessions. The Web Client server employs its own client timeout mechanism. See the section on configuring the WEB.XML file for more information on the session timeout.

Internet Explorer Progress Bar Can Show Incorrect Status

When logging into the Web Client, the Internet Explorer Web browser may sometimes display an inaccurate progress bar status. This is more noticeable on low bandwidth connections. Below is a description from Microsoft's Web site and a link to view a full description of this problem:

"When you browse a page that uses JavaScript functions to retrieve page data, the progress bar in Internet Explorer may not always be accurate. In some instances, the progress bar may appear to indicate that the loading of the document has finished when it is still in progress. In other instances it may indicate that loading of the document is still in progress when it is actually complete."

http://support.microsoft.com/default.aspx?scid=kb;en-us;Q293373

Navigating with the Web Client (Back and Refresh buttons)

A Back button is provided in the Web Client for navigation purposes. Avid does not recommend using Web browser's Back and Refresh functionality. The Web browser's Back button can result in the user being logged out. Also, navigating to another Web site at a different URL, using the browser's Refresh button (including the equivalent F5 keystroke), or closing the browser's window will result in a disconnect between your PC and the iNEWS Server. Any unsaved changes to a story open at that time are lost without warning.

Session-Timeout (on Web Client Server) User Activity in Story Applet Not Recognized

When you are working in a story (specifically the java applet containing the story text), the Web Client session-timeout continues counting down even though there actually is activity in the story. This is because the session-timeout is part of the Web Client Server, and typing in the java applet area of the story does not initiate any communication between the client and server machines. If a user works in a story long enough to exceed the session-timeout without performing an action that will cause communication with the server, such as saving the story, their session will be terminated and they will be unable to save their story.

Possible Data Loss After Session-Timeout

If a Web Client Session-Timeout occurs, the user will not be automatically notified and possible data loss can occur. The next action a user performs will log the user out and force the user to the Web Client login screen.

Stories

New stories always inserted at the top or bottom of queue

when inserting a new story from the Web Client, that story will always be inserted at the top or bottom of the queue, depending on how the *inverted* trait is set on that queue. Queues with the *inverted* trait turned on will have stories inserted at the top, if the *inverted* trait is off stories will be inserted at the bottom. There is currently no way to reorder stories in the Web Client.

Stories longer than 60 minutes do not display accurate story time

Stories that are longer than 60 minutes will not display their story time correctly in the Web Client. Currently, the Web Client only displays accurate story time for stories shorter then 60 minutes.

Key locked queues and stories are not accessible

iNEWS Web Client 1.1 does not permit access to any key locked queues or stories. Easy locked queues and stories are supported.

Production Cues

Web Client only respects the default production cue marker (grommet)

The Web Client will use the default production cue (grommet) marker (the asterisk) to mark a production cue's placement in the story body. There is currently no way to change the production cue character.

Command delimiter (the asterisk) should not be used in production cues

Machine instruction production cues in the Web Client should be entered without the leading command delimiter (asterisk). Entering one will cause the full iNEWS client to display 2 delimiters. Editing and re-saving from the full iNEWS client will remove the extra delimiter if it exists.

Machine instruction cues must be put into Machine Instruction (MI) format

When inserting a machine instruction production cue, such as for a CG device, you must manually create the cue in Machine Instruction (blue) format. The Web Client does not automatically format machine instructions.

Printing

No printing support

The Web Client does not offer any story printing support. Using the Web browser print function will print the view that is on the screen.

Miscellaneous

Lose web.xml file when upgrading Web Client

When upgrading to a new version of the Web Client, your web.xml configuration file will be lost. To prevent this, be sure the file is backed up before undeploying the old Web Client version.

Help System not recommended on low bandwidth connection

The help system contains quite a bit of information, including pictures and is slow to open over a low bandwidth connection.

Technical Support Information

Most products feature a number of coverage options. Avid Assurance service offerings are designed to facilitate your use of Avid solutions. Service options include extended telephone coverage, automatic software maintenance, extended hardware warranty, and preferred pricing on replacement parts. Offerings and options may vary by product and are not available for all products.

For more information regarding Avid's service offerings, visit www.avid.com/support or call Avid Sales at 800-949-AVID (800-949-2843).

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Accessing Online Support

Avid Online Support is available 24 hours per day, 7 days per week. Search the Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read/join online message-board discussions.

To access Avid Online Support:

- Go to www.avid.com/onlineSupport.

Note: Supplemental documentation for this release, if available, is provided on the Knowledge Base. For the latest up-to-date information, browse the Knowledge Base at Avid Online Support.

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